

### **What Can be Done if Eligibility has been Denied?**

Individuals who are denied ADA Para transit eligibility can obtain a review of their denial. An appeal must be filed within 60 days from the denial of the application.

An individual may submit an appeal in writing or in person to the FAX ADA Coordinator. If the FAX ADA Coordinator overturns the eligibility denial, written notification of Handy Ride eligibility will be sent to the passenger. If the eligibility denial is upheld, the FAX ADA coordinator would provide written notification stating that the individual is ineligible to use Handy Ride services and the reasons for the denial.

If the individual disagrees with the decision of the FAX ADA Coordinator, a further appeal may be filed in writing or in person to the FAX ADA Eligibility Review Committee. This committee (composed of two members from the FAX ADA Advisory Committee and a FAX representative) makes the final decision regarding ADA Para transit eligibility appeals.

### **What Happens When a Passenger has a NO-SHOW?**

NO-SHOWS make it difficult to provide an efficient service and cause delays and inconveniences for other riders. Handy Ride will investigate and determine the cause of the NO-SHOW.

Handy Ride services may be temporarily suspended for individuals who establish a pattern or practice of missing scheduled or subscription trips. Three NO-SHOWS within a three-month period may constitute a pattern or practice.

If a scheduled or subscription trip has been determined to be a NO-SHOW, the passenger will be sent a notice that a NO-SHOW has been recorded. If the passenger disagrees with this determination, a written appeal may be filed within 30 days of the notice to the FAX ADA Coordinator. If requested, FAX staff will assist the individual with filing an appeal.

The FAX ADA Coordinator will make a decision regarding the

appeal within 10 working days of receipt.

Written notification regarding the decision will be mailed to the passenger. If the passenger disagrees with the decision of the FAX ADA Coordinator, a further appeal may be filed within 30 calendar days by contacting the FAX ADA Eligibility Review Committee at (559) 621-1446 (Voice) or (559) 228-6280 (TTY). This committee (composed of two members from the FAX ADA Advisory Committee and a FAX representative) has the final say regarding NO-SHOW and suspension appeals.

When three NO-SHOWS within a three-month period have been accumulated, and any appeals that were submitted have been denied, passenger may be notified in writing that his/her right to ride will be suspended. The length of the suspension will range from 5 days to 30 days depending on past history and the overall percentage of No-Shows.

If applicable, subscription service would be discontinued proportionately. Should a pattern of NO-SHOWS continue the length of subsequent suspensions will increase. The FAX ADA Coordinator will be the final authority in determining if a pattern of NO-SHOWS exists triggering a suspension notice.